GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2762
ANSWERED ON:03.08.2016
Mobile Portability
Patle Smt. Kamla Devi

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of telecom subscribers opted for Mobile Number Portability (MNP) along with the details of subscribers of each telecom company ported in and ported out, State and operator-wise;

(b) whether complaint has been received for violation of MNP norms;

(c) if so, the details thereof and the action taken by the Government thereon, operator-wise;

(d) the details of the losses suffered by public sector telecom companies by the porting out of customers; and

(e) the remedial measures proposed to be taken by the Government in this regard?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) As the telecom licenses are issued by Department of Telecommunications (DoT) on Licensed Service Areas (LSA) basis, the details are being maintained LSA wise. The cumulative number of actual port-in and port-out, LSA wise and operator wise, till May 2016 is enclosed as Annexure-I and Annexure-II respectively.
(b) & (c) After implementation of the Mobile Number Portability (MNP) in January 2011, Telecom Regulatory Authority of India (TRAI) received a number of complaints wherein the subscribers had reported that their porting requests were rejected by the donor operators on various grounds. The cumulative number of MNP complaints received in TRAI till December, 2015 is 20560. On examination of MNP complaints, it was noticed that in many cases, rejection of porting requests of the subscribers was not in accordance with the provisions of the regulations. Accordingly, directions were issued to concerned service providers to ensure compliance of MNP regulations, so that MNP process is smooth and convenient to the subscribers. In addition, show cause notices were also issued against those service providers who had contravened the MNP regulations. Further, TRAI had also issued Telecommunication Mobile Number Portability (Fourth Amendment) Regulations, 2012 dated 19th September, 2012 providing financial disincentives for unjustified rejection of porting request and for violation of timelines specified in the regulations. So far financial disincentive of Rs 9,45,95,000 (Rupees nine crore forty five lakh ninety five thousand only) has been levied on the service providers under these regulations. The details of operator-wise financial disincentive imposed is enclosed at Annexure-III.

Apart from above, a total number of 9613 complaints were also received in TERM Cells (Telecom Enforcement, Resource and Monitoring Cells - a field unit of DoT) till 31st May, 2016 and out of these 9611 complaints stand resolved by TERM Cells till date.
(d) The details of loss of subscribers to public sector telecom companies due to porting out are:
<pre>
Name of the Service Provider Total Number of Subscribers
Port Out Port In Gain/Loss
BSNL (CDMA) 3238 1857 -1381
BSNL (GSM) 7972608 6049358 -1923250
MTNL (GSM) 441879 121219 -320660
Total 8417725 6172434 -2245291
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(e) The public sector telecom companies have taken number of measures to improve the situation like improving quality of Network by augmentation of BTSs in areas where congestion is being observed, optimizing of network, monitoring of Uptime of Base Transceiver Stations, and wide publicity through media highlighting the advantage of availing services from these telecom companies, etc.

Annexure-I
Details of Port-Out & Port-In subscriber, LSA Wise:
<pre>
Sr. No. Name of Licensed Service Area Total Number of Subscribers
Port Out Port In
1 Andhra Pradesh 18,057,488 18,053,511
2 Assam 857,620 850,640
3 Bihar 6,974,539 7,006,383
4 Delhi 6,528,727 6,516,026

5 Gujarat 14,056,910 14,059,679
6 Haryana 7,417,523 7,419,300
7 Himachal Pradesh 661,646 659,549
8 Jammu & Kashmir 58,942 55,527
9 Karnataka 21,032,548 21,072,276
10 Kerala 5,729,134 5,739,439
11 Kolkata 4,476,354 4,210,208
12 Madhya Pradesh 13,129,927 13,108,300
13 Maharashtra 12,068,500 12,038,878
14 Mumbai 8,916,365 8,953,149
15 North East 366,907 361,666
16 Orissa 3,884,852 3,888,243
17 Punjab 6,493,461 6,544,110
18 Rajasthan 16,674,592 16,666,460
19 Tamil Nadu including Chennai 11,467,330 11,442,914
20 Uttar Pradesh East 8,727,034 8,699,316
21 Uttar Pradesh West 8,687,024 8,652,807
22 West Bengal 9,758,178 10,027,220
Total 1,86,025,601 186,025,601
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Annexure-II
Details of Port-Out & Port-In subscriber, Operator Wise:
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Sr. No. Name of Telecom Operator Total Number of Subscribers
Port Out Port In
1 Bharti Airtel 4,800,890 43,036,400
2 Vodafone 4,865,448 47,066,964
3 MTNL GSM 441,879 121,219
4 BSNL GSM 7,972,608 6,049,358
5 BSNL CDMA 3,238 1,857
6 Idea 27,534,091 45,617,841
7 Tata GSM 17,834,939 15,022,636
8 Tata CDMA 3,990,306 351,577
9 Aircel/Dishnet 15,662,184 8,503,738
10 RCL CDMA 6,331,933 1,733,408
11 RCL GSM 13,328,226 9,168,191
12 RTL 7,837,515 4,751,185
13 Sistema Shyam CDMA 1,645,784 749,097
14 Videocon 3,563,047 1,033,987
15 Quadrant GSM 336,046 307,916
16 Quadrant CDMA 30,472 56
17 Telenor 7,045,980 2,335,114
18 S Tel 292,832 12,622
19 Etisalat 1,157,685 7,147
20 Loop 1,349,918 154,004
21 Reliance Jio* 580 1,284
Total 1,86,025,601 186,025,601
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* Under testing

Annexure-III
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Financial disincentive levied on various service providers till date
Sr. No. Name of Service Provider Total financial disincentive imposed (Rs.)
1 Aircel Ltd. 15,827,000
2 Bharti Airtel Ltd. 46,814,000
3 BSNL 10,985,000
4 Idea Cellular Ltd. 5,482,000
5 Loop Mobile (India) Ltd. 241,500
6 MTNL 28,000
7 Quadrant Televentures Ltd. 25,000
8 Reliance Communication Ltd. 58,500
9 Reliance Telecom Ltd. 47,000
10 SSTL-MTS Ltd. 509,000
11 Tata Teleservices Ltd. 2,333,500
12 Telewing (Uninor) Communication Ltd. 12,500
13 Videocon Telecommunication Ltd. 4,000
14 Vodafone (India) Ltd.) 12,228,000
Grand Total 94,595,000

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